



QUALITY POLICY

MOD-520

Introduction

In order to ensure a product/service marked by the maximum satisfaction of its customers, and in general, of all stakeholders, the organization defines below the reference principles of its Quality Policy.

Customer and stakeholders care

The organization is committed to understanding its customers' needs and planning its activities to fully meet them.

Likewise, it operates in accordance with the demands and requirements:

- Of the target market
- Of the country in which it operates, complying with laws and regulations
- Of all parties involved in its critical processes

Processes approach

The organization identifies the various activities that are accomplished in the individual processes in order to plan, control and constantly improve in order to activate the best resources for their realization.

The organization manages its processes so that they are unequivocal:

- The goals to be achieved and the expected results
- The responsibilities involved and the resources employed

Leadership

The organization assumes the responsibility for the efficiency of its QMS, supplying all necessary resources and ensuring that the planned aims are compatible with the context and the strategic guidelines of the organization.

The organization communicates the importance of the QMS and actively involves all stakeholders, coordinating and supporting them.



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Risk and Opportunity Assessment

The organization is planning its processes using a risk-based thinking (RBT) approach in order to implement the most appropriate actions for:

- Evaluate and handle the risks associated with the processes
- Take advantage and reinforce identified opportunities

The organization promotes at all levels an appropriate sense of proactivity in managing its risks.

Staff and stakeholder involvement

The organization is aware that the involvement of staff and all stakeholders, combined with the active participation of all employees, is a primary strategic element.

It promotes the development of internal professionalism and the accurate selection of external partners in order to provide itself with competent and motivated human resources.

Enhancement

The organization's ongoing goal is to improve the performance of its QMS.

The preliminary assessment of risks and opportunities related to business processes, the verification of activities, internal and external, and the management review are the tools that the organization enact to constantly improve.

The tool chosen for the pursuit of its Policy by the Organization is a Quality Management System in accordance with UNI EN ISO 9001 ed. 2015.

Date

02.09.2021

Signature CO and RQMS